

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Armstrong / Kover Kwick, Inc.

Catalyst Connection

Armstrong/Kover Kwick Upgrades Quality System To Iso 9001:2000

Client Profile:

Armstrong/Kover Kwick, Inc., founded in 1926, primarily manufactures rolls for industrial use. The company additionally makes and distributes a variety of complimentary products and materials. Located in McKees Rocks, Pennsylvania, the company has approximately 36 employees.

Situation:

In December 2002, Armstrong/Kover Kwick (AKK)'s management team expressed a desire to streamline the administration of its quality management system and become certified to the ISO 9001:2000 standard. The company had already registered to the ISO 9001:1994 standard and had performed a number of quality system internal audits with the help of Catalyst Connection, a NIST MEP network affiliate. AKK asked for Catalyst Connection's assistance in registering to ISO 9001:2000, with the goal of eliminating the variety of forms, databases, and media used to report analyses, action, and improvement.

Solution:

Catalyst Connection analyzed AKK's document control and data reporting processes, and found that they were mostly manual. The lack of an information system solution forced employees to spend significant amounts of time collating and organizing results for management review and continuous improvement. Several different methods were used to submit audit findings, product and supplier non-conformances, and customer complaints for corrective and preventive action. Calibrations and training records were documented on paper forms, and document control monitoring and management was tedious. Catalyst Connection recommended and worked with AKK to install specialized quality management system (QMS) software on a network. By doing so, AKK streamlined its processes for the five key users and administrator of the operating system. Catalyst Connection trained the administrator to set-up modules for documents, training, suppliers, equipment, corrective actions, analysis, and improvement, and trained the users on their respective modules. Catalyst Connection also helped AKK conduct an internal audit. AKK was recommended for registration to ISO 9001:2000 in July 2003, and can now effectively manage its quality system with fewer resources and more visibility to managers.

Results:

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Installed software, trained employees, and implemented the QMS system.

Achieved ISO 9001:2000 certification.

Reduced required resources for QMS management and streamlined administration.

Testimonial:

“The Q-Pulse System has made our quality system more organized. Documents are much easier to access and the system itself is very easy to work with. The transition to the system was not hard, and training was very thorough and informative.”

Martin C. Sloan, Secretary/Treasurer